

# | GTL Value Added Services

Shelby County, Tennessee



The Corrections Innovation Leader

## GTL Value Added Offerings

As the Corrections Innovation Leader GTL is able to serve the needs of Shelby County by providing unique opportunities in regards to special value added features. Below is a checklist to define the features, products and services that GTL offers the County, followed by a summary description of each. Some of the optional features are included with our proposal offer at no cost; others are available at a negotiable cost.

GTL also offers the County three "intelligence bundles" at a cost defined in Section 20 - Billing, Rates, and Cost Recovery.

No Cost Additional Value Added Offerings		
Investigative Features	✓	Unlimited Reverse Number Lookup (BNA)
	✓	GTL Data IQ® Advanced Investigative Data Analysis (RFP Section 16)
	✓	Called Party IQ™ Inmate to Inmate Call Detection Analysis (RFP Section 14)
	✓	Voice IQ™ - Initial Voice Biometrics Identification Analysis (RFP Section 14)
	✓	Mobile IQ™ Mobile Device Detection & Analysis
Family & Friend Services	✓	Voicemail
Inmate Services	✓	GTL TouchPay® Intake/Booking Kiosks
	✓	Commissary Ordering by Phone
	✓	Debit Release Cards
Administrative Services	✓	OMS Sick Call - Medical Scheduling
Negotiable Cost Additional Value Added Offerings		
Investigative Features	✓	GTL Fusion™ – Intelligence Information Sharing & Analysts
	✓	Cellebrite Mobile Forensic Device (UFED)
	✓	Ferromagnetic Mobile Cell Phone Detection

Intelligence Bundles		
Intelligence Bundle 1	✓	Integrated Keyword Search
	✓	Call IQ® Audio Search and Transcription
Intelligence Bundle 2	✓	Location IQ™ Location Based Services
	✓	Phone IQ™ Phone Type Identification
Intelligence Bundle 3	✓	Voice IQ™ - Continuous Voice Biometrics Identification

## No Cost - Additional Value Added Features

### INVESTIGATIVE/SECURITY FEATURES

#### Unlimited BNA Reverse Number Lookup

GTL's Reverse Number Lookup feature is Included standard and is fully integrated with our ITS software. GTL offers this investigative tool as a standard part of our calling system at no additional cost. Reverse Lookup searches a large industry database for the billing name and address (BNA) of a specified phone number and displays the name and address along with a street Map or Satellite image.

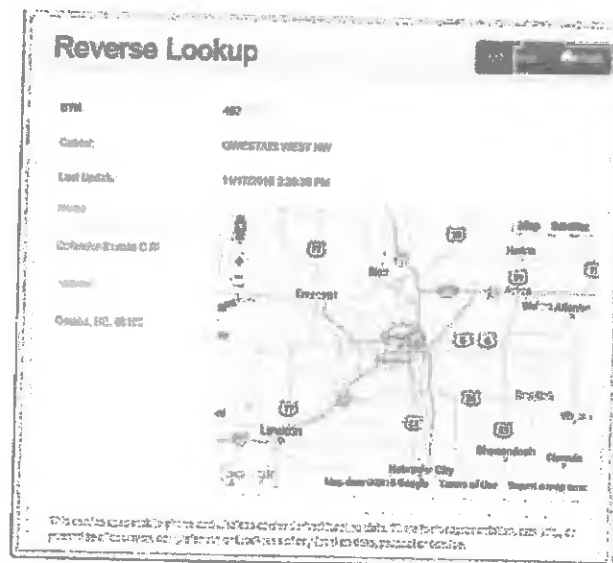
Reverse Lookup

Reverse Number Lookup is available for numbers entered or viewed in GTL's ITS **Number Management** module.

BTN

8064517730

Reverse Number Lookup is also available for inmate-dialed numbers **during live Call Monitoring** and from **Call Detail Reports**. The authorized user simply clicks any Billed to Number (BTN) displayed on the Call Monitoring screen or listed on a call detail report to instantly view the name and address associated with the selected number.



## **GTL Data IQ® – Advanced Investigative Data Analysis**

*Turn Raw Data into Actionable Intelligence*

***Have a problem determining how contraband is entering your facility? Do you find value in identifying associations between offenders and the outside world? Are you interested in identifying individuals who are funding multiple offenders?***



**GTL Data IQ®** offers pre-built search queries and easily understood link diagrams by bringing simple solutions to complicated challenges, not only for County facilities, but to law enforcement partners. “A picture is worth a thousand words” is never more evident than when presenting a case to the prosecuting attorney, who can easily follow the explanation while reviewing a visual diagram of activities. Continue reading for a detailed explanation of how we accomplish this with our best of breed intelligence solution, GTL Data IQ.

***GTL Data IQ is described in detail in response to RFP section 16.***

## **Called Party IQ™ - Inmate to Inmate Call Detection**

GTL's **Called Party IQ™** brings state-of-the-art investigation capabilities to the County for detection of inmate to inmate telephone calls via a centralized multi-way call detection technology. Because GTL services over 50% of the inmate population in the United States, any and all calls processed by that population would be required to validate through our Centralized Universal Call Validation Software. This validation step affords GTL's clients the ability to identify, in near Real-Time, any call that is already in progress to the same phone number or BTN being dialed by their resident/inmate. Should an event occur, the validation environment sends a token to the 1<sup>st</sup> Dialing Platform and to the 2<sup>nd</sup> Dialing Platform so that both Call Detail Records are flagged. Subscribers are able to view the name of the other agency from where the 2<sup>nd</sup> call was placed.

***Called Party IQ is described in detail in response to RFP section 14.6.41.***

## **Voice IQ™ Voice Biometric - Initial Inmate Identification**

GTL offers the County our unique voice biometric solution, Voice IQ™. GTL's Voice IQ is a biometric speaker verification system that enables Initial verification and identification of a County inmate in real time, using a simple spoken pass phrase.

Totally language and accent independent, the Voice IQ voice biometric Initial identification feature provides a secure, efficient and extremely convenient method to initially verify an inmate's identity. Our fully integrated voice biometric solution is easy to deploy within the County facilities. Designed exclusively to meet strict facility security standards, GTL's voice biometric solution has successfully passed independent security audits. GTL has been awarded Patent 7,403,766 for this feature.

**Notable Deployments:** This technology is deployed for both Michigan DOC and Ohio DRC.

**Distinctive advantages of the GTL voice verification include:**

- **Operates in Real-Time** as opposed to other voice biometric products which are strictly post production.
- Resides as an **integral component of the ITS** and does not require 3rd party software to be opened outside of the ITS user interface.
- **Enrollment Flexibility** – In addition to script-based enrollment, the system can enroll the inmate based on voice samples taken during initial calls made by the inmate. No need for staff involvement!

*Voice IQ is described in detail in response to RFP section 14.6.8.*

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## **MOBILE IQ™**

Each year thousands of mobile telephones are seized from within the secure perimeter of facilities, each posing a threat to the safety and security of offenders, the facility, and the staff responsible for their supervision.

GTL is proud to partner with agencies by offering Mobile IQ™, a comprehensive 3-pronged approach to combat this growing threat. Mobile IQ specifically focuses on mobile device Detection, Extraction, and Analysis; (DEA).

**1** The first step in combatting the threat of mobile devices is to detect their existence. Mobile **Detection** is accomplished through ferromagnetic detectors, designed to specifically locate components within a mobile device. This means the phone will be detected even if the phone is off. Detecting phones is applicable to not only identifying devices already within the facility, but also serve as a proactive detection and deterrent device to prevent the initial introduction.

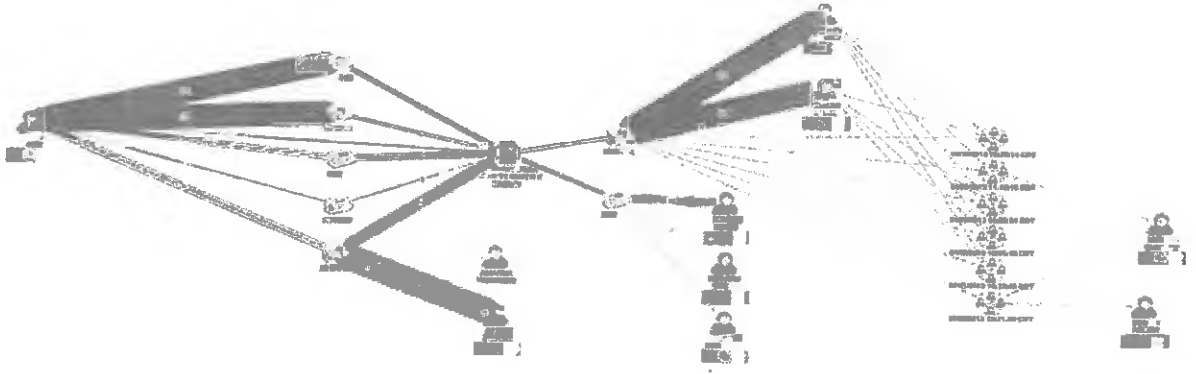


**2** Once a mobile device is legally seized, the next logical question you ask yourself is “What value can I obtain from the device?” This is the second step of Mobile IQ, which is **Extraction**. Extracting data from mobile devices is accomplished through the industry leading Cellebrite Universal Forensic Extraction Device (UFED). Supporting thousands of phones, Cellebrite’s UFED

technology allows the user to conduct a logical extraction to secure data in allocated space on the device, or to dive deeper to extract data from both allocated and non-allocated space.



3 Having detected the device, and extracted the data, the next and final step of Mobile IQ is the **Analysis** of the extracted data. This is where GTL's best of breed analytical solution, GTL Data IQ, ingests the extracted data, providing you with a network of actionable intelligence. GTL Data IQ is a data mining tool designed to digest any number of data sources, including those unique to your facility, and provide you with a visual link diagram of the resulting network.



## FAMILY AND FRIENDS SERVICES


### Voicemail








GTL offers the County an easy to use **Inmate Voicemail** system that enables increased communication between inmates and their family and friends along with County personnel via two-way Voicemail. The GTL Voicemail system is completely configurable to meet the County's needs, allowing messaging for:

- **Inbound only** – where friends and family leave Voicemail messages for inmates
- **Outbound only** - where inmates may leave Voicemail messages for attorneys, County staff, and/or friends and family
- **Two way** – where inmates may leave Voicemail messages for and receive Voicemail messages from attorneys, County staff, and/or families and friends.

GTL's Voicemail system provides a secure PIN-protected account for inmates to use this feature. Voicemail benefits inmates and other involved parties because it allows communication even when, for example, a friend or relative is not at the phone to receive a call.

All messages are recorded and subject to playback by authorized County personnel. County investigators can obtain at any time a complete record of all messages left and retrieved. The

investigator chooses the voicemail type and any other desired search criteria on the system's Search screen to generate a report of voicemail messages, from which messages can be replayed by clicking the speaker icon .

Report										
Save Report Template Export Excel Print Page Refresh										
TOOLS	BTN	DATE	TIME	PN	SEC FOR	PHONE	DUR	CHARGE	TYPE	Item
		20141102	2133	131370	9577	LBB-NEW - 307 5D-7	00:14	\$0.00	Check Voicemail	Inmate Hungup
	 8065358874	20141102	2132	131370	NULL	LBB-NEW - 410	00:16	\$2.00	Leave Voicemail	Inmate Hungup
		20141101	2127	166887	7863	LBB-NEW - 300 5D-5	00:13	\$0.00	Check Voicemail	Inmate Hungup
	 8064013626	20141101	2045	166887	NULL	LBB-NEW - 410	00:15	\$2.00	Leave Voicemail	Inmate Hungup
		20141031	1200	181775	0884	LBB-NEW - 228 3E-5	00:28	\$0.00	Check Voicemail	Inmate Hungup

GTL will work with the County to determine the specific internal needs of Jail personnel for implementation of this feature. Individual County personnel are provided with a convenient method of receiving their own messages to inmates and having those messages verified that the intended recipient has played the message. Inmate Voicemail may also be used as an announcement system for dispersing messages from the facility to all inmates or to a single inmate.

**System Flexibility:** The Voicemail feature allows for outgoing, incoming or both types of messaging as well as internal facility capability creating complete flexibility in configuration. The length of the voicemail is configurable and typically set up to 60 seconds. Voicemail is a useful feature for inmates, friends and family to leave a message regarding such information as when to call them or news about the family, etc. without the need to contact staff.

**Message Security:** Since messaging runs on the GTL ITS, County staff have the same control of recording and monitoring as with the ITS. Only the inmate, the sender, and approved County personnel can access Voicemail messages.